

Long Term Support Services In Tompkins County



A publication of the
Tompkins County Office for the Aging

Long Term Support Services in Tompkins County



TOMPKINS COUNTY
OFFICE FOR THE AGING

Aging Better, Together

NY Connects/Tompkins County Office for the Aging
214 W. Martin Luther King Jr./State St.
Ithaca, New York 14850
(607) 274-5482
www.tompkinscountyny.gov/cofa

Long Term Support Services in Tompkins County

Titles in this booklet series*:

- Housing for Seniors in Tompkins County
- Long Term Support Services in Tompkins County
- Resources for Caregivers in Tompkins County
- Tompkins County Fall Prevention Resource Guide

*This entire set of resource guides and other publications of the Tompkins County Office for the Aging are available online at:
www.tompkinscountyny.gov/cofa

Unless otherwise stated, services and price levels described in this booklet are those scheduled to be in effect February 2019 and are subject to change.

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NY Connects/Tompkins County Office for the Aging

This booklet is published by NY Connects/Tompkins County Office for the Aging, which you can contact to learn about the wide variety of long-term support services offered to seniors in Tompkins County. These support services and living arrangements comprise the long term care network that enables seniors to live safely and comfortably throughout their lives.

In general, these services are either in-home or residential. It is important to investigate and discuss options with family and friends in order to make the best choices.

Both public and private agencies provide medical and social assistance. Seniors may only require services such as home delivered meals or they may need the complete medical and therapeutic services of a long term care facility. All the housing arrangements described in this booklet are licensed to provide service.

A companion booklet called *Housing for Seniors In Tompkins County* describes in more detail the various housing options provided in Tompkins County. Another booklet, titled *Resources for Caregivers in Tompkins County*, gives more detailed information about services to support caregivers.

These booklets are available in hardcopy and on the website of the Tompkins County Office for the Aging along with other booklets in this series listed on the first page.

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IN-HOME ASSISTANCE

Tompkins County Long Term Care Services

Tompkins County Long Term Care Services provides publicly-funded home care services to Tompkins County residents. Contact them for information, referral, and case management for low income individuals age 60 and older, and individuals of any age for certain Medicaid-funded long-term care.

1. Information and Referral — Call to discuss long-term care services and service providers available to meet your needs or those of your loved one. Tompkins County Long Term Care Services also conducts the Patient Review Instrument (PRI) assessment required for nursing home admission.

2. EISEP (Expanded In-home Services for the Elderly Program) provides non-medical, in-home services and case management for people 60 and over who can be cared for safely at home. Home care services include help with bathing, dressing, cooking, shopping, laundry, and housekeeping. Clients pay for services on a sliding fee scale based on their income and housing expenses. There is no charge for case management.

3. Medicaid Home Care (for Medicaid clients of any age)
Home management aide service is arranged through NY Connects (e.g., help with housekeeping, meal preparation).

Home Health Care (including hands-on personal care) that will last for 120 days or more must now be obtained by enrolling in a state-approved MLTC (managed long-term care) plan. (See *Managed LTC on page 8*)

Consumer Directed Personal Assistance Program (CDPAP) provides the same services as a personal care aide in the EISEP or Medicaid program, however, the consumer is responsible for hiring, scheduling and designing the care plan.

Tompkins County Long Term Care Services
Tompkins County Department of Social Services
320 W. Martin Luther King Jr./State St.
Ithaca, NY 14850
(607) 274-5278

Medicaid Managed Long Term Care

“Managed Long Term Care” (MLTC) is a mandatory program for Medicaid recipients who are expected to need assistance with personal care for more than 120 days. They enroll in a MLTC health plan that pays for needed aide service, other community-based long term care services and medical services not covered by Medicare.

There are three local **MLTC Health Plans**:

- **Fidelis Care at Home: 800-688-7422**
- **iCircle Care: 844-424-7253**
- **Nascentia Homecare (formerly VNA Homecare): 888-477-4663**

Medicaid recipients who newly need long-term care services must call the “Conflict-Free Evaluation and Enrollment Center” for an evaluation of their need for MLTC services. **855-222-8350**

ICAN (Independent Consumer Advocacy Network)

NY State funds an independent advocacy service, **ICAN**, which can help individuals or their friends, family or representatives enroll in MLTC plans, give advice about their managed care options, or solve problems with their plan or providers (e.g., doctors, home care agencies). They can also assist with filing of complaints or appeals. They are not connected with any health insurance plan. All their help is free and confidential.

Call ICAN at 844-614-8800
Email: ican@cssny.org



Nursing Home Transition and Diversion Medicaid Waiver

NHTD waiver services include assistive technology, assistance in cost of moving back into the community from a nursing home, home modifications, home visits by a physician, independent living skills training, respiratory therapy, relief for non-paid primary caregivers in a 24-hour block of time and several other services.

Binghamton-Southern Tier NHTD
(607) 724-2111
www.stic-cil.org/nhtd.html

Home Care & Home Health Care Agencies

Home Care and Home Health Care Services are offered by the agencies listed in the following pages. Services may also be privately arranged. Home care may be scheduled as needed from several hours per week to 24 hours a day. Costs vary depending on the agency and the services performed. Generally, home care is provided by:

- **Registered Nurse (RN)** — Licensed by the State of New York to do specific medical care.
- **Licensed Practical Nurse (LPN)** — Licensed by the State of New York to do a lower level of medical care.
- **Home Health Aide (HHA)** — Trained to provide medical-related services and personal care such as bathing/dressing.
- **Personal Care Aide (PCA)** — Provides personal care such as bathing, grooming assistance, and meal preparation.
- **Homemaker/Companion** — Assists with home management activities such as meal preparation, housekeeping, shopping, companion visits or escorting, running errands, etc.

Hiring someone to provide care in the home, either from an agency or privately, is an individual decision. Home care agencies are responsible for training, scheduling, supervising, arranging for substitutes, and employee benefits for personnel they employ. When a family makes an employment agreement directly with the caregiver, its members assume these responsibilities.

Payment is made by the family, a third party such as Medicaid, Medicare, or an insurance company.

Medicare-Certified Home Health Care

The following agency is certified by Medicare to provide Medicare-paid home health care. Medicare only pays for home health care when the doctor prescribes what Medicare considers “skilled medical care” in the home such as physical therapy, speech therapy, or medical services provided by a nurse. The patient must be considered homebound by Medicare’s definition.

Visiting Nurse Service of Ithaca and Tompkins County

This not-for-profit home health agency provides medical therapies and long-term care services in the home.

Services provided include:

- Skilled Nursing
- Medical Social Work
- IV Therapy
- Nutritional Therapy
- Patient Education
- Home Health Aide
- Wound Care
- Personal Care Aide
- Respiratory Therapy
- Physical Therapy
- Occupational Therapy
- Audiology
- Tele-Health Monitoring Service
- Speech Pathology

Reimbursement comes from Medicare, Medicaid, and health insurance companies if conditions for coverage are satisfied. Private duty care is also available. A physician orders the care through this Agency. Services are available to Tompkins County residents 7 days a week, 24 hours per day. A registered nurse is available at all times for consultation.

Visiting Nurse Service of Ithaca and Tompkins County, Inc.

138 Cecil A. Malone Dr.
Ithaca, NY 14850
(607) 273-0466
www.vnsithaca.org

Licensed Home Care Agencies

CareGivers

CareGivers is a State Licensed Home Health Care Agency. CareGivers provides Nurses, Home Health Aides, Personal Care Aides and Companion services, from 2 hours per day, once a week to 24 hours per day, 7 days a week. All services are supervised by a Registered Nurse, who does an initial patient assessment and ongoing evaluations at no additional charge.

Home Care Rates:

- Licensed Practical Nurse: \$50.00 per hour (2-hour minimum)
- Personal Care or Home Health Aide:
\$27.00 – \$32.00 per hour for 2–4 hours (or \$32 for 1 hour)
- Companion/Housekeeping: \$27.00/hour

CareGivers

110 N. Geneva St.
Ithaca, NY 14850
(607) 275-0238
www.caregivershomecare.com

Classen Home Health Associates, Inc.

Classen Home Health is a home care agency offering 24 hour a day Home Health Aide services and providing assistance with personal care needs. They will also prepare meals, do laundry and perform light housekeeping. Also included in their services are routine visits by a registered nurse who will monitor health and perform blood pressure checks.

Home Care Rates:

- Home Health Aide rate is \$27.00/hour (3-hour minimum)
- \$26.00/hour for 24 hour care

Classen Home Health Associates

Ithaca Shopping Plaza
222 Elmira Rd., Suite 3
Ithaca, NY 14850
(607) 277-1342
www.classenhomehealth.com

Comfort Keepers

Comfort Keepers Ithaca is a licensed, family-owned home health agency. It provides home health aides, personal care aides, and companion level service. Minimum of 2 hours per visit. Comfort Keepers also has **Personal Emergency Response System (PERS)** available to its home care clients.

Personal Care/Home Health aide:

- \$29.50/hour for 3 or more hours
- \$34.50/hour for 2-hour minimum

Companion Level:

- \$27.50/hour for 3 or more hours
- \$32.50/hour for 2-hour minimum

Comfort Keepers can also provide clients transportation home after a hospital outpatient procedure (\$45.00 fee).

Comfort Keepers

1301 Trumansburg Rd. Suite A

Ithaca, NY 14850

(607) 272-0444

www.ithaca-685.comfortkeepers.com

Community Health and Home Care, Inc.

Community Health and Home Care, Inc. (**CHHC**) provides home health aide and companion level aide service to those who need care in their residences. It is a not-for-profit licensed home care services agency that serves Tompkins County. CHHC is associated with the Visiting Nurse Service at the same address

Home Care Rates:

- Registered Nurse: \$45.00/hour
- Licensed Practical Nurse: \$35.00/hour
- Home Health Aide: \$26.00/hour
- Personal Care Aide: \$25.00/hr (\$34/hour for a 1-hour visit)
- Personal Care Aide for 2 people: \$27/hour

Community Health and Home Care, Inc.

138 Cecil A. Malone Dr.

Ithaca, NY 14850

(607) 273-7780

Email: cburke@vnsithaca.org

StafKings Healthcare Systems

StafKings Healthcare Systems is a licensed home care agency offering a variety of nursing care services (RN and LPN), home health and personal care services. Also AIDS Treatments.

Home Care Rates:

- Registered Nurse: \$200/visit
- Home Health Aide: \$25.00/hour
- Personal Care Aide: \$24.00/hour

StafKings Healthcare Systems

224 South Fulton St.

Ithaca, NY 14850

(607) 273-5335

www.nurseny.com

Companion/Home Helper Services

The following agencies provide meal preparation, light housekeeping, laundry, medication reminders, running errands, driving clients to doctor visits, companionship, support of clients with dementia, and other services. These organizations do not provide “hands-on” personal care or home health care service. Although these agencies are not required to be licensed by the NY State Health Department since they do not provide hands-on care, they all say that their aides are screened (background checks, references) and trained and that their agencies are insured and bonded.

Home Instead Senior Care

- Companion/Home Helper Rate (3-hour minimum): \$26.00/hour
- 12-hour Overnight or 24-hour Service/Supervision: \$24.00/hour

Home Instead Senior Care

2 South St., Suite 309

Auburn, NY 13021

(315) 252-2354

www.homeinstead.com/706

Hospicare and Palliative Care Services

A program of comprehensive home care for terminally ill patients and their families. The program includes home care services, emotional, psychological and spiritual support to the patient and to family members, respite services, financial and legal counseling, and provision of medical supplies, drugs and equipment. Bereavement services are open to the community.

The **Hospicare Residence** provides residential care for terminally ill patients and is located in the **Hospice Center** on a 12.5-acre site. It has six patient rooms, a fully-equipped kitchen for individual meals, an adjacent private living and dining area, whirlpool tub and meditation room.

Hospicare and Palliative Care Services

172 East King Rd.
Ithaca, NY 14850
(607) 272-0212
www.hospicare.org

Private-Hire Services

Visit www.caregiver.org/hiring-home-help to explore the pros and cons of “Hiring an In-Home Helper” and get tips on interviewing and supervising employees privately.

The Registry

The **Registry** is a free referral service that matches people in Tompkins County that need in-home workers with individuals able to work in people’s homes. The Registry maintains a listing of independent job seekers over the age of 18, who have been screened through a personal interview and whose references have been checked. The Registry lists jobs for personal care aides, cleaning personnel, companions, homemakers and nurses.

Wages tend to be in the \$10 to \$20 range or more per hour, often depending on the amount and intensity of personal care involved. Those with nursing credentials (LPN, RN) may charge more (perhaps \$20 to \$25 per hour). However agreed-upon wages can vary widely. There is no fee for this service but contributions are welcomed.

Teri Reinemann

Finger Lakes Independence Center
215 Fifth St., Ithaca, NY 14850
(607) 272-2433
www.fliconline.org

Online Services: Finding in-home helpers online

Another option for being matched with privately hired in-home helpers is by searching on the Internet at sites such as www.care.com

Other Services

The **NY Connects/Tompkins County Office for the Aging** office frequently receives business cards and brochures from individuals offering services to older adults for a fee. As of this printing, the Office for the Aging has information on individuals who provide some of the following services to older adults at their home:

- Shopping/errands service
- Snow shoveling
- Cleaning of dryer vents
- Drivers to out-of-county Medical Appointments, Other Trips
- Household Chores (wash windows, paint, rake leaves)
- Lawn work
- Organizing/Decluttering
- Personal Assistant

For names of individuals who have asked to be listed at the Office for the Aging, call: (607) 274-5482

If there is someone you know and would recommend that is performing a valuable, but little-known service for older adults, invite them to drop off information about the service to the Office for the Aging.

Tompkins Time Traders

If you are interested in participating in a barter system, you may want to investigate **Tompkins Time Traders**. Tompkins Time Traders is an organized exchange system serving all ages, through which members exchange Time Credits. Each person’s time and service are valued equally. Current offerings include professional services, help in the home or garden, tutoring, service to not-for-profits, rides to doctors’ appointments, running errands, companionship, babysitting, and more.

Coordinator: Shakaya Reese

(607) 319-0831
www.tompkinstimetraders.net

Important Reminders when hiring in-home helpers:

Check references/credentials.

If you are considering hiring someone privately, consider checking references, especially if they will be coming into your home. If you are considering hiring someone to do something that may be dangerous (for example, going on a roof to clean gutters), be sure to check if they have the proper credentials/insurance. If you are not sure, consider hiring from established businesses that advertise publicly (such as in the yellow pages.)



MEAL AND SHOPPING SERVICES

Foodnet — Meals on Wheels

Congregate Meals

The **Congregate Meals Program** is provided by **Foodnet**, a not-for-profit group that contracts with the Tompkins County Office for the Aging to operate the nutrition programs for the county. They provide meals and social time Monday through Friday at midday. Nutrition counseling and education is also provided. The sites for meals are conveniently located throughout the county, and are open to everyone over 60. Contributions for the meals are encouraged, but not required.

The dining room locations:

Ithaca	Titus Towers — 5 weekdays	(607) 273-5297
Groton	Center Village Court — 5 weekdays	(607) 279-9145
Lansing	YMCA — 1 day a week	(607) 257-0101

Home Delivered Meals

Foodnet provides home-delivered meals to people in Tompkins County who are homebound and unable to prepare their own meals. A hot meal and optional sandwich meal are delivered five days a week. Frozen meals can be provided for the weekends. Nutrition education and counseling are available from the Registered Dietitian.

ELIGIBILITY

1. Senior Nutrition Program: Persons age 60 and over are eligible to receive home-delivered meals if they are homebound and incapacitated due to accident, illness or frailty; lack adequate support of family, friends or neighbors; and are unable to prepare meals because of any one of the following:

- Lack of facilities such as refrigeration, stove, etc.
- Inability to shop and cook for self
- Inability to safely prepare meals
- Lack of knowledge and skills

2. The spouse of the homebound person, regardless of age or

condition, is eligible to receive home-delivered meals when the provision of a meal to the spouse is in the best interest of the homebound person.

3. Non-elderly disabled individuals who reside in a non-institutional household with a person eligible to receive home-delivered meals may also receive this service when the provision of the meal to the non-elderly disabled individual is in the best interest of the homebound elderly person.

Cost:

Home delivered meals and congregate meals for eligible persons under items 1-3 above are partially funded by the Tompkins County Office for the Aging and the New York State Office for the Aging. Contributions for the meals are encouraged, but not required. (It costs Foodnet \$8 per hot meal or \$40/week or \$9.50 for hot meal and sandwich meals or \$47.50 per week.) Those able to contribute the full cost are encouraged to do so, but any amount helps. Food stamps are also accepted. No one is denied a meal because of inability to make a contribution.

4. Foodnet Select: Other persons under age 60 are eligible to receive home-delivered meals under the criteria listed in #1 above provided they purchase the meals under the Foodnet Select program or arrange for a third party to pay for the meals on their behalf. Tompkins County and Foodnet established the Foodnet Select program with no state or federal funding in order to make home-delivered meals available to more people and to help offset reductions in government grants. The fee is \$8 per hot meal, \$9.50 for both hot meal and sandwich. Payment for Foodnet Select meals must be made in advance unless special arrangements are made to bill a third party.

Jessica Gosa, Nutrition Program Director

Kelly Quinn, Registered Dietitian

Foodnet

2422 North Triphammer Rd.

Ithaca, NY 14850

(607) 266-9553

www.foodnet.org



Other Home Delivered Meals & Grocery Services

Rose's Home Dish

Dinners are delivered cold and ready to pop into the oven. Served in 8x8 glass or disposable casserole dish. Provides at least two servings. Delivery to City and Town of Ithaca. For surrounding areas, inquire by emailing Rose: rose-homedish@gmail.com. Delivery on Tuesdays, Wednesdays and Thursdays. Weekly menus sent by email. View this week's menu online at:

www.roseshomedish.com

Ithaca to Go

Order by phone at **(607) 216-9310** for home delivery from 56 area restaurants/businesses. Serves 14850 and 14882 zip code areas. \$4.89 standard delivery fee. Driver tip is customary.

View participating restaurants/businesses:

www.ithacatogo.com

Rosie Online Shopping and Home Delivery

Select the preferred grocer and shop. Choose between in-store pick-up (\$1.99 fee) or home delivery (starting at \$3.99). “Rosie” is offering free delivery on the first order (over \$75).

www.rosieapp.com

Call **855-767-4366**

Input the **coupon code: SENIORS**. Participating local grocers are:

- P&C FRESH Ithaca, 315 Pine Tree Rd. (East Hill Plaza)
- Trumansburg ShurSave, 2085 NY-96, Trumansburg
- P&C FRESH Cortland, 160 Clinton Ave., Cortland

Grocery Delivery: Instacart

Wegman’s delivery service allows on-line ordering of most items in the store which are delivered to the home of people living in select zip codes in Tompkins County.

Delivery fee is waived on the first order. For information on delivery fees and enrolling in the program, visit:

www.wegmans.com/instacart

Aldi’s new delivery service allows on-line ordering of most items in the store for home delivery.

For information on delivery fees and enrolling in the program, visit:

www.shop.aldi.us



CAREGIVER SUPPORT SERVICES

Caregivers’ Resource Center & Alzheimer’s Support Unit

The **Caregivers’ Resource Center**, a service of the Tompkins County Office for the Aging, provides information and support to individuals concerned about or caring for an aging relative or friend, living nearby or at a distance. Services offered include:

- Information & Referral
- Counseling
- Newsletter
- Lending Library
- Support Groups
- Training Workshops
- Volunteer & Paid Respite
- *Powerful Tools for Caregivers* classes

Call for a free subscription to *In Support of Caregivers*, a quarterly newsletter with articles and announcements of interest to family caregivers.

Educational materials, periodic trainings, and other supports are available for those caring for loved ones with Alzheimer’s or other dementia.

Referral is made to resources like the Alzheimer’s Association, National Parkinson’s Foundation, Commission for the Blind and Visually Handicapped and other health-related associations.

Caregivers’ Resource Center

NY Connects/Tompkins County Office for the Aging

214 W. Martin Luther King Jr./State St.

Ithaca, NY 14850

(607) 274-5491

www.tompkinscountyny.gov/cofa

Caregiver Counseling

Senior Services Program of Family and Children's Service offers confidential consultation and support to family caregivers. A caregiver counselor will meet with family caregivers periodically in the office to help them work through complex caregiving issues or provide emotional support. Special circumstances may be considered for in-home service. No charge. Contributions are requested to expand the service.

Senior Services Program Family and Children's Service

127 West State St.

Ithaca, NY 14850

(607) 273-7494

www.fcsith.org/programs-services/senior-services

Caregiver Support Groups

Family and Children's Service Senior Service Program also offers a free monthly "Caregiver Support Group" for family caregivers of older adults (see *contact information above*).

Call the Caregivers' Resource Center at the Tompkins County Office for the Aging for information about support groups for family caregivers or individuals dealing with specific diseases (e.g., Cancer, Parkinson's, Stroke, MS).

**Caregivers' Resource Center at the Tompkins County Office
for the Aging**
(607) 274-5491

In-Home Respite Care Options

Project CARE

Project CARE matches community volunteers with caregivers to provide some respite by visiting with the care recipient or doing other errands or chores to free up the caregiver (see *page 28*).

The Tompkins County Office for the Aging also contracts with Tompkins County Long Term Care Services to provide paid aide service to provide a break to those caring for individuals who need help with hands-on personal care or substantial supervision due to Alzheimer's or other dementia. Specific criteria must be met.

Project CARE

NY Connects/Tompkins County Office for the Aging

214 W. Martin Luther King Jr./St.

Ithaca, NY 14850

(607) 274-5499 (Dawn Sprague)

www.tompkinscountyny.gov/cofa

Private-Hire Respite Care Services

For a fee, you may arrange for respite aide service through one of several area agencies if they have aides available at the times you need one (See *pages 11–13*). You may also be able to hire someone privately through The Registry, a service of the Finger Lakes Independence Center (see *page 14*).

Out-of-Home Respite Care Services

Adult Homes

Short-term stays are allowed on a space-available basis at **Longview**, **Brookdale Senior Living**, **Bridges Cornell Heights**, and most of the smaller, family-type, adult care homes locally (see *page 37*). If you can't find an opening locally you may want to look at places in nearby counties (e.g., Walden Place in Cortlandville, **(607) 756-8101** or The Prentice Homestead in Apalachin, **(607) 258-0215**.) Charges generally include meals, housekeeping, help with bath and medications, and recreational programming. Respite residents must have enough self-care skills to qualify for residential care.

Overnight Respite with Nursing Care

Those whose needs exceed the adult home or enhanced assisted living level of care can consider two other options for overnight respite:

Cayuga Nursing and Rehabilitation Center and **Beechtree Care Center** both accept short-term admissions for respite purposes on a space-available basis. A nursing home assessment and doctor's orders are needed. Contact the nursing home a few days before the date respite care is needed (see *page 39*).

Longview Adult Day Program

Longview's Adult Day Community offers another possibility for caregiver respite while providing a social/recreational opportunity for their care receiver. The daily fee includes personal supervision and recreational programs, as well as morning and afternoon snacks and a hot, nutritious lunch. \$55/day. Participants can attend all five days, or just certain days of the week.

Longview

1 Bella Vista Dr.

Ithaca, NY 14850

(607) 375-6323

www.ithacarelongview.com/adult-day-program.html

Geriatric Care Management

Geriatric Care Management offers a variety of personalized and customized services to assist elders and their families in meeting long-term care needs. All service delivery options are designed by the geriatric care manager, a professional dedicated to helping individuals and families access various resources and services. Geriatric care management options vary depending on individual needs and are available on a short-term, on-going, or long-term basis. Services are provided for a fee and include:

- Comprehensive assessment in client's place of residence with recommendations
- Ongoing assessment and follow-up visits
- Consultation, referral, and access to community resources
- Organization of healthcare appointments
- Arrangement of home maintenance, errand services and meal delivery
- Review of organizational needs concerning finances and medical services
- Assistance with placements in a skilled nursing facility, assisted living or senior housing
- Support with discharge planning from hospital or skilled nursing facility
- Coordination of services for long-distance caregivers.

Local Geriatric Care Management Services

Care Manage for All (Kim Evanoski, LMSW)

(607) 280-1433

www.caremanageforall.info

Email: caremanageforall@gmail.com

Cathy Paddock

(607) 280-5404

Email: ckpaddock@yahoo.com

Golden Guidance (Patricia Lynott, Ph.D.)

(607) 220-4846

Email: go.to.guidance@gmail.com

Mindful Eldercare (Robert Levine, LMSW)

(607) 229-8404

www.mindfuleldercare.wix.com/levine

Email: mindfuleldercare@gmail.com



TRANSPORTATION

Way2Go

Visit the **Way2Go** website to explore alternative transportation options available in the county.

www.ccetompkins.org/way2go

FISH Transportation Service

FISH (Friends In Service Helping) volunteers provide essential transportation for elderly, handicapped, or low-income individuals. This service is offered primarily for medically-related trips within Tompkins County or for medical appointments in Syracuse, Sayre, PA and other regional medical centers. You are asked to call a week in advance to schedule transportation. There is no charge for this service. Donations are accepted.

FISH Transportation Service

c/o 211 Tompkins Cortland
Ithaca, NY 14850

Call 211 or 1-866-211-8667

www.fishoftc.org

Gadabout Transportation Service

Gadabout provides demand-response transportation in Tompkins County to people 60 or over, and those with a disability. Most of its vehicles are wheelchair-lift equipped. Reservations two or more days ahead of time. Trips can be for any purpose, with priority given to medical and nutritional necessities. Fare is \$2.00 one way within the city limits and \$3.00 one way outside of the city limits.

Gadabout

737 Willow Ave.
Ithaca, NY 14850

(607) 273-1878

www.gadaboutbus.org

ADA Paratransit Service

The **ADA Paratransit Service** is specialized transportation geared to serve the needs of individuals who qualify under the Americans with Disabilities Act. Persons with disabilities which prevent them from riding a public bus are eligible. Prerequisites for qualifying include completion of an application from the ADA Paratransit Service, and one interview. Those who qualify will receive a card allowing them to use the service, which covers a 3/4 mile-wide corridor on either side of regular bus routes, and operates within the same time frame as the public bus service. For further information, or schedules, routes, and fares, contact:

TCAT (Jenn Jennings)

Ithaca Tompkins Transit Center

(607) 277-9388, Ext. 421

TTY (607) 277-9766

www.tcatbus.com/ada

Wheelchair Accessible Taxi

Collegetown Cab has a wheelchair-accessible taxi.
\$20 fee plus regular cab fare.

Collegetown Cab (607) 277-7777

Airport Limousine Service

Senior Citizens can be picked up by the airport limousine from their homes and be taken roundtrip to doctor's appointments in downtown Syracuse at the Medicaid rate. The limousine stops at medical offices located in the downtown area and then goes on to the Syracuse airport. It will not go out of the way to outlying areas of the city. Call the Tompkins County Office for the Aging ahead of time to make arrangements to receive the reduced rate at **(607) 274-5482**.

Airport Limousine Service

615 Five Mile Dr.
Ithaca, NY 14850
1-800-273-9197

ADDITIONAL LONG TERM CARE SERVICES

Veteran Services

Some Veterans may be eligible for home health care, short-term respite stay in a VA facility, “Aid and Assistance” pension, and/or other benefits. To discuss eligibility criteria, call:

NYS Veterans’ Counselor

For help in applying for “Aid and Assistance” benefits or other veteran’s benefits, call the area NYS Veterans’ Counselor:

John Canestaro

(607) 733-2178

Email: john.canestaro@veterans.ny.gov

Coming Soon! Tompkins County Veterans Services Program located at the Office for the Aging.

Personal Emergency Response System (PERS)

The Tompkins County Personal Emergency Response System is a service of the Tompkins County Office for the Aging and Doyle Medical Monitoring. It is designed for those individuals who are at risk of falling or other medical emergencies. At the push of a button (wrist button or pendant), trained operators can talk to you through the unit speaker to help determine what kind of assistance you need. The Tompkins County Office for the Aging Outreach Worker will make a home visit to demonstrate the system. **Rental fee: \$25/month.** Optional Services available at an extra charge.

NY Connects/Tompkins County Office for the Aging

214 W. Martin Luther King Jr./State St.

Ithaca, NY 14850

(607) 274-5482

www.tompkinscountyny.gov/cofa

Project Lifesaver

Project Lifesaver provides timely response to save lives and reduce potential injury for adults and children who wander due to Alzheimer’s, autism, and other related conditions or disorders. Each participant that is enrolled in the program is fitted with a Project Lifesaver wristband (transmitter) that emits a tracking signal every second, 24 hours a day. The signal can be tracked by trained personnel from the Tompkins County Sheriff’s Office using equipment with radio frequency tracking capability. A helicopter with radio frequency capability can be used in the search if necessary.

Personnel come to the participant’s house every 60 days to change the battery and check the band to assure it is in good working order. There is a \$300 refundable deposit for the equipment and a \$10 fee for each battery replacement. Alternate arrangements will be made to cover these fees for those who cannot afford to pay them. Call the Sheriff’s office at (607) 257-1345, Ext. 4455, to make an appointment to enroll.

Tompkins County Sheriff’s Office

779 Warren Rd. – Public Safety Building

Ithaca, NY 14850

(607) 257-1345

Love Living at Home

Love Living at Home membership is open to any residents of Tompkins County, 62 and older. Started in 2016, it is a network of people helping people to access needed services that enable them to live safely in their own homes for as long as possible. Its programs aim to enrich the lives of its members, forge connections for new friendships, and assist one another to access the array of area services and providers necessary to stay at home though the life span.

Annual membership fee:

- \$450/individual
- \$575/household

Financial assistance with membership fee is available for those with low incomes.

Love Living at Home

Gateway Center

401 E. State St., Suite 304

Ithaca, NY 14850

(607) 319-0162

www.lovelivingathome.org

Used Assistive Equipment and Loan Closets

Finger Lakes Independence Center (FLIC)

The “Try It” Room at FLIC displays and loans a wide range of assistive equipment that can assist older adults. Equipment ranges from small items (kitchen aids, phone amplifiers, devices to assist in dressing, bathing, medications management, bathroom safety equipment, etc.) to larger items (portable ramps, wheelchairs, walkers, canes, Braille machines, etc.) FLIC staff consult with persons with disabilities and their caregivers about accessibility issues, assistive equipment, ramp installation, and local resources to support people with vision, hearing, mobility and other physical limitations.

FLIC

215 Fifth St.
Ithaca, NY 14850
(607) 272-2433
www.fliconline.org

Trumansburg American Legion

4431 Seneca Rd.
Trumansburg, NY 14886
(607) 387-4212

Loan closet for wheelchairs, crutches, canes, walkers, commodes.

Dryden Veterans’ Memorial Home

2272 Dryden Rd. (Rt. 13)
Dryden, NY 13053
(607) 844-9900

Loan closet includes bathroom safety equipment, canes, crutches, wheelchairs, beds, etc.

Groton American Legion

307 Main St.
Groton, NY 13073
(607) 898-3837

Loan closet includes canes, crutches, wheelchairs, beds, some bathroom safety equipment.

Wonderful Wheelchairs

1229 Trumansburg Rd.
Ithaca, NY 14850

Call: Ardie Bennett (607) 375-6657
or Monte May (607) 272-8224 or (607) 592-4490

Refurbishes used wheelchairs and makes them available to people in the Ithaca area who need them.

Assisted Moving Services

Clear the Way

Help with as much of the move as you wish, including decisions about your possessions, work as your advocate to track moving-related timelines, coordinate the moving day, and/or guide the arrangement of your furnishings for your new location.

Clear the Way

(607) 592-0914
Linda Story
www.cleartheway.com
info@cleartheway.com

Simply Organize

Helps people downsize; To decide what to keep and what to get rid of, set up arrangements with moving company, determine what to do with possessions.

Simply Organize

(607) 277-0801
Laura Barrows

Home Safety Assessment

Professional home safety and accessibility assessments can be provided to help you evaluate overall home safety and accessibility and provide a range of solutions to meet your specific needs.

NY Connects/Tompkins County Office for the Aging

214 W. Martin Luther King Jr./State St.
Ithaca, NY 14850
(607) 274-5486

Call to schedule a free home safety assessment.

Empowerment by Design Occupational Therapy

Offering comprehensive home safety evaluations. They also assist with selection of accessibility products, universal design and remodeling services. Home Assessment Fee: \$150.00.

Empowerment by Design Occupational Therapy

Ithaca, NY 14851

(607) 351-1654

www.ebd-ot.com

Full Spectrum Rehabilitation and Wellness

Specializing in geriatric rehabilitation and falls prevention.

Rebecca Norman, OTR/L

903 Hanshaw Rd. #201

Ithaca, NY 14850

(607) 227-4421

www.rebeccanormanotr.com

Medical House Calls

United Medical House Calls

United Medical House Calls provides primary care to Tompkins County residents in their homes (or in their apartments at assisted living facilities). They provide an option to those for whom it is a hardship to go to a doctor's office for wellness visits, sick visits, testing and treatments. They are a Medicare provider and follow Medicare's usual and customary fee schedules. They also arrange for mobile imaging and tests including EKG, x-rays, ultrasound, urinalysis.

For more information:

United Medical House Calls

(315) 715-1698

www.medicalhousecalls.com

MAJOR HOME REPAIRS AND MODIFICATIONS

Home Repair Programs

Tompkins County Home Repair Program

This is a county-wide program providing minor home repairs, especially those related to health and safety, for seniors and persons with disabilities. The client provides materials; labor is furnished at no cost.

Ithaca Neighborhood Housing Services (INHS)

For City of Ithaca: **(607) 277-4500 Ext. 218**

Better Housing for Tompkins County

For rest of Tompkins County: **(607) 277-4500 Ext. 224**

115 W. Clinton St., Ithaca, NY 14850

www.ithacanhs.org

Weatherization and Home Repair (COFA and TCA)

Tompkins County Office for the Aging

The Tompkins County Office for the Aging assists low-income senior citizens to address energy, health and safety-related home repair needs. An outreach worker is available to help the client assess the work to be done, provide help completing applications, and will coordinate work done by several agencies.

NY Connects/Tompkins County Office for the Aging

214 W. Martin Luther King Jr./State St.

Ithaca, NY 14850

(607) 274-5486

www.tompkinscountyny.gov/cofa

Major Home Repairs and Accessibility Grants

Bishop Sheen Housing

Bishop Sheen Housing assists with emergency home repair grants subject to income guidelines and "Access to Home" grants to fund accessibility modifications.

Bishop Sheen Ecumenical Housing Foundation

935 East Ave., Suite 300

Rochester, NY 14607

(585) 657-4114

www.sheenhousing.org

FINANCIAL ASSISTANCE

Low income seniors can call the Office for the Aging to discuss financial assistance programs which might be available to them

Credit Counseling/Financial Counseling

Money management counseling, debt management, foreclosure prevention and general credit counseling.

- **Balance Service** (through Alternatives FCU) 1-866-456-2227
- **Catholic Charities** (Elmira office) (607) 734-9784
- **ClearPoint Credit Counseling Solutions** 1-800 479-6026

Dental Network Access Program (DenteMax)

Participating dentists typically charge reduced rates to those enrolled in the program. To find a list of participating dentists, fees for most common dental services, and enrollment information, visit: www.heginc.com/dental

EPIC (Elderly Pharmaceutical Insurance Coverage) 1-800-332-3742

Food Assistance (SNAP Program) (607) 274-5348

HEAP (Home Energy Assistance Program) (607) 274-5482

Health Insurance Counseling

(Medicare, Medigap, Prescriptions)

- Lifelong (607) 273-1511
- Office for the Aging (607) 274-5482

Income Tax Counseling

- Lifelong (607) 273-1511
- Alternatives Credit Union (607) 216-3422

Lifeline Phone Service

Call your telephone service provider.

- Verizon Telephone Discount 1-800-555-5000
- Safelink Wireless (free cell phone & service) 1-800-977-3768
- Assurance Wireless (free cell phone & service) 1-888-321-5880

(An individual cannot receive both the landline discount and the free cell phone service at the same time.)

Medicare Savings Program

Those who are income eligible can have NY State pay their monthly Medicare B premiums regardless of what assets are owned.

Call **Medicaid:** (607) 274-5356
or the **Office for the Aging:** (607) 274-5482

Medicaid (607) 274-5356

Medicare 1-800-MEDICARE

New York State IT-214

(Real Property Tax Credit) (607) 274-5517

Partial Property Tax and Enhanced STAR

Exemptions for Senior Citizens (607) 274-5517

Project Share (Heating Fund)

Tompkins County Department of Social Services (607) 274-5264

Public Assistance

Tompkins County Department of Social Services (607) 274-5345

Rental Assistance

- Housing Choice Vouchers (Section 8) (607) 273-1244/273-8816
- Public Housing (607) 273-8629
- Govt. subsidized senior apartment complexes (607) 274-5491

Robin Fund/GIAC *Emergency grants/loans to Ithaca area families confronting a critical bill.*

(607) 272-3611

Small Comforts — *Provides items of comfort and support for people with chronic illness in Tompkins/Cortland Counties. Online application at www.smallcomfortsfoundation.org*

Social Security Administration

- Ithaca Office: 1-866-706-8289
- National: 1-800-772-1213

SSI (Supplemental Security Income) (607) 274-5482

Veterans' Benefits — *Including "Aid and Attendance" benefit for eligible veterans with long term care needs.* (607) 733-2178

Weatherization & Home Repairs (607) 274-5486

LONG TERM RESIDENTIAL PROGRAMS

Larger adult care facilities are licensed by the NY State Health Department as “adult homes” or “enriched housing programs.” Some are further certified to offer “enhanced assisted living” services to those with greater care needs. Smaller, family-type homes are certified by the local Department of Social Services. Both provide meals, homemaking services, supplemental personal care, recreational programs and 24-hour support.

Skilled nursing care facilities, commonly referred to as nursing homes are licensed healthcare facilities that offer long and short-term care for individuals who need rehabilitation services or who suffer from serious or persistent health issues that are too complicated to be tended to at home or at an adult home/assisted living facility.

Ombudsman Program

A long-term care ombudsman is a certified volunteer serving as an advocate to address concerns expressed by, or on behalf of residents of assisted living residences and nursing homes. Ombudsmen listen carefully to residents, and may mediate, negotiate, facilitate and propose solutions when a resident has requested and given permission to the long-term care ombudsman to act as their advocate. This service is confidential and free of charge.

The Regional Ombudsman Program serving Tompkins County, Schuyler County and Chemung County is coordinated by the Tompkins County Office for the Aging. To contact the ombudsman for a residential care facility in any of these three counties, contact:

Regional Ombudsman Program
NY Connects/Tompkins County Office for the Aging
214 W. Martin Luther King Jr./State St.
Ithaca, NY 14850

(607) 274-5498

Adult Homes/Assisted Living Residences

Brookdale Senior Living

Sterling House

Sterling House is a 46-apartment NY State licensed adult care facility offering both assisted living and enhanced assisted living services to its residents.

Clare Bridge

Clare Bridge is a licensed adult home and memory care residence with 28 private and 4 semi-private apartments. The facility and services are designed specifically to meet the needs of people with Alzheimer's or other dementia/memory impairments.

These residences are operated by Brookdale Senior Living.

Brookdale Senior Living

103 Bundy Rd., Ithaca, NY 14850

(607) 256-2580 or 269-4204

www.brookdaleseniorliving.com

Longview

Longview, an Ithacare community, operates 92 assisted living suites as well as 100 independent living apartments. Longview is NY State certified to offer both assisted living and enhanced assisted living services. Longview has unique intergenerational programming with Ithaca College.

Longview Director of Residential Services

1 Bella Vista Dr., Ithaca, NY 14850

(607) 375-6320

www.ithacarelongview.com

Bridges Cornell Heights

Bridges Cornell Heights operates two adult care residences on Wyckoff Ave. in the Cayuga Heights section of the City of Ithaca: The Colonial (10 residents) and The Tudor (15 residents). Privately owned and operated. Both are certified to offer enhanced assisted living services.

Elizabeth Ambrose, Owner and Operator

(607) 257-5777

www.bridgescornellheights.com

Family-Style Adult Care Residences

Family-type homes are certified to provide personal care services for up to four residents. They may also have up to an additional two boarders who do not require personal care services.

Evergreen House and The Old Hundred

The Old Hundred (6 rooms) and Evergreen House (6 rooms) are smaller adult care residences operated by Classen Home Health agency.

The Old Hundred is on Five Mile Drive in Ithaca.

Evergreen House is on Jacksonville Rd., in the Town of Ulysses.

Contact:

Classen Home Health
(607) 277-1342
www.classenhomehealth.com

Other Housing with Residential Care Services

Kendal at Ithaca (Continuing Care Community)

Kendal at Ithaca is a not-for-profit life care retirement community providing independent housing, services, and residential health care, including long-term care through one contract that will remain in effect for the person's lifetime. The on-site health center provides short or long-term care to residents at the same rate as independent living. Residents pay an initial entry fee and on-going monthly fees, and have a choice of apartment sizes which they may furnish with their own belongings.

Betsy Schermerhorn
Director of Admissions
2230 N. Triphammer Rd.
Ithaca, NY 14850
(607) 266-5300
Website: www.kai.kendal.org

Hospicare Residence

Hospicare and Palliative Care Services operates a 6-bedroom residence for persons with terminal illness.

See page 14: Hospicare and Palliative Care Services

Other Supportive Senior Housing Options

There are other supportive senior housing options in Tompkins County that do not offer licensed personal care services, but may provide one or more meals, housekeeping or other supports. Please refer to the booklet Housing Options for Seniors in Tompkins County for a description of these housing alternatives. It is available at the Tompkins County Office for the Aging or can be viewed on the Office for the Aging web site: www.tompkinscountyny.gov/cofa (Click on *Local Resources for Older Adults*).

Skilled Nursing Facilities (Nursing Homes)

Beechtree Center for Rehabilitation and Nursing

Beechtree is a long-term health care facility with 120 beds. The nursing facility provides 24-hour skilled nursing and rehabilitation services, planned activities programs, social work services, and a full range of therapeutic services.

Rates:

- **Private** — \$320/day plus state surcharge
- **Semi-private** — \$305/day plus state surcharge

Beechtree Center for Rehabilitation and Nursing

318 South Albany St.
Ithaca, NY 14850
(607) 273-4166 Ext. 130
www.beechtreecarecenter.org

Cayuga Ridge Health and Rehabilitation Center

Cayuga Ridge offers a full range of therapeutic and rehabilitative services, including recreational therapy, speech therapy, physical therapy, occupational therapy, audiology and social services.

Rates:

- **Private** — \$280-\$325 per day (includes state surcharge)
- **Semi-private** — \$280-\$325 per day (includes state surcharge)

Admissions Coordinator

Cayuga Ridge Health and Rehabilitation Center

1229 Trumansburg Rd.
Ithaca, NY 14850
(607) 273-8072 Ext. 103
www.cayugaridge.org

Groton Community Health Care Center

The **Groton Community Health Care Center** provides skilled nursing care, with 80 beds. There are planned recreational activities, social services, church services, speech, physical and occupational therapy, audiology, personal care and nursing services.

Rates:

- **Private** — \$330 per day (plus state surcharge)
- **Semi-private** — \$315 per day (plus state surcharge)

Jennifer Wills

Groton Community Health Care Center

120 Sykes St.

Groton, NY 13073

(607) 898-5876

Oak Hill Manor

Oak Hill Manor is a 60 unit skilled nursing facility that provides 24-hour nursing and rehabilitation services. Services include an activities program, social work, physical and speech therapies, church services, and an in-house beauty parlor. Dental and podiatry services are available as needed.

Rates:

- **Private** — \$335+ per day (plus state surcharge)
- **Semi-private** — \$325+per day (plus state surcharge)

Oak Hill Manor

602 Hudson St.

Ithaca, NY 14850

(607) 272-8282

Kendal at Ithaca

Kendal at Ithaca is a continuing care retirement community which includes an adult care (assisted living) residence and a nursing home. Generally their nursing home only admits Kendal's lifecare contract residents. However, since the nursing home was recently expanded, they infrequently have been able to admit someone from the community directly into the nursing home.

2018 Skilled Nursing daily rate is \$322

(See page 38 for additional information about Kendal.)

Sherri Smart

Social Worker (607) 266-5378



TOMPKINS COUNTY
OFFICE FOR THE AGING

Aging Better, Together

**NY Connects/Tompkins County Office for the Aging
214 W. Martin Luther King Jr./State St.
Ithaca, New York 14850**

(607) 274-5482

www.tompkinscountyny.gov/cofa